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**TEST INFORMATION GUIDE**

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This test information guide provides a summary of concepts that are tested on the multiple-choice examination for the **Unemployment Insurance Revenue Specialist** job. This information can be reviewed in combination with the class specification and examination announcement to assist you in preparing for the examination.

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**I. COMMUNICATIONS****(14 Questions)**

Employees in this job not only represent the agency for which they work, but state employees in general. As a state employee, it is important to be courteous and helpful at all times. This section assesses the interpersonal communication skills applied in your role. Test question topics include:

- Methods one can use to promote a favorable impression of the agency and state employees among the general public;
- How to handle individuals who are upset or hostile;
- How to effectively respond to questions posed by the public;
- How to effectively relate to difficult individuals encountered on the job.

**II. TECHNICAL REPORT WRITING****(14 Questions)**

Employees in this job typically process large amounts of written documentation. An employee must be able to accurately document and maintain records of various types. This test section presents questions that will test your knowledge of recording, maintaining and archiving documentation. Test question topics include:

- Report preparation techniques: outlining major topics; theme development; arrangement of report components; effective use of paragraphs.

**III. READING COMPREHENSION****(14 Questions)**

Employees in this job must be able to read and interpret a wide variety of technical written material. This section of the exam tests your ability to read and comprehend various written material by presenting passages or tables to read and asking questions that require the interpretation of the information presented.

**IV. MATHEMATICS****(14 Questions)**

Employees in this job are often required to solve vaguely defined problem situations requiring the application of mathematical operations. An employee must be able to recognize the appropriate computations to use and then accurately apply these computations to numeric data in order to generate reports, etc. Test question topics include:

- Analytical problem solving;
- Applied mathematical problems;
- Manipulation of ratios and percents.